



Human Services (TOP 2104.00)

February 2023

Prepared by the South Central Coast Center of Excellence for
Labor Market Research

Program Recommendation

This report was compiled by the South Central Coast¹ Center of Excellence to provide regional labor market data for the program recommendation – Human Services. This report can help determine whether there is demand in the local labor market that is not being met by the supply from programs of study (CCC and non-CCC) that align with this occupation group.

Key Findings

- In the South Central Coast region, **the number of jobs related to Human Services are expected to increase** for both Social and Human Service Assistants and Community and Social Service Specialists, All Other.
- Human Services is anticipated to experience a **low risk of automation** for both related occupations.
- In 2021 there were 690 regional completions in programs related to the occupations identified as aligned with Human Services and 513 openings, indicating an **oversupply**.
- Typical entry-level education ranges from a **high school diploma or equivalent** for Social and Human Service Assistants, to a **Bachelor's degree** for Community and Social Service Specialists, All Other.
- Completers of Human Services programs from the 2019-2020 academic year, in the South Central Coast region, had a **median annual wage upon completion of \$30,304**.
- 53% of students are **employed within a year** after completing a program.
- 32% of students **attained a living wage** within a year of completion.
- Completers experienced an average of +34% **change in earnings after exiting**.
- 77% of students were **part-time**, 13% **skill builders**, 50% **first-generation**, and 92% **economically disadvantaged**.

¹ The South Central Coast Region consists of San Luis Obispo County, Santa Barbara County, Ventura County, and the following cities from North Los Angeles County: Canyon Country, Castaic, Lake Hughes, Lancaster, Littlerock, Llano, Newhall, Palmdale, Pearblossom, Santa Clarita, Stevenson Ranch, and Valencia.

Occupation Codes and Descriptions

There are two occupations in the standard occupational classification (SOC) system that were identified as related to Human Services for this analysis. The occupation titles and descriptions, as well as reported job titles, are included in Exhibit 1.

Exhibit 1 – Occupation, Description, and Sample Job Titles

SOC Code	Title	Description	Sample of Reported Job Titles
21-1093	Social and Human Service Assistants	Assist other social and human service providers in providing client services in a wide variety of fields, such as psychology, rehabilitation, or social work, including support for families. May assist clients in identifying and obtaining available benefits and social and community services. May assist social workers with developing, organizing, and conducting programs to prevent and resolve problems relevant to substance abuse, human relationships, rehabilitation, or dependent care.	Addictions Counselor Assistant, Advocate, Clinical Assistant, Residential Care Assistant, Social Services Aide, Social Services Assistant, Social Work Assistant, Social Work Associate, Social Worker Assistant
21-1099	Community and Social Service Specialists, All Other	All community and social service specialists not listed separately.	--

Source: O*NET Online

Current and Future Employment

In the South Central Coast region, the number of jobs related to Human Services are expected to increase for both Social and Human Service Assistants and Community and Social Service Specialists, All Other.

Exhibit 2 – Five-Year Projections for Human Services in the South Central Coast Region

SOC	Occupation	2022 Jobs	2027 Jobs	2022-2027 Change	2022-2027 % Change
21-1093	Social and Human Service Assistants	2,986	3,397	411	14%
21-1099	Community and Social Service Specialists, All Other	658	719	61	9%

Source: Economic Modeling Specialists International (EMSI)

Earnings

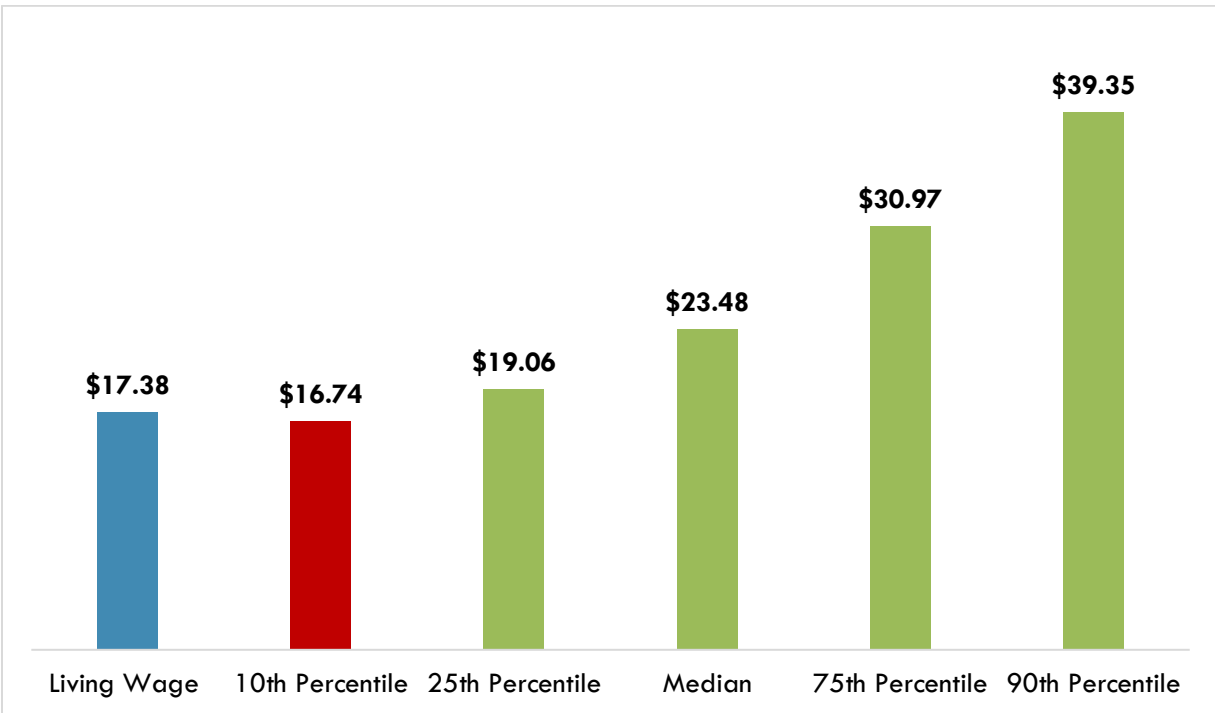
Exhibit 3 contains hourly wages and annual average earnings for these occupations. Entry-level hourly earnings are represented by the 25th percentile of wages, median hourly earnings are represented by the 50th percentile of wages, and experienced hourly earnings are represented by the 75th percentile of wages, demonstrating various levels of employment.

Exhibit 3 – Earnings for Human Services in the South Central Coast Region

SOC	Occupation	Entry-Level Hourly Earnings	Median Hourly Earnings	Experienced Hourly Earnings
21-1093	Social and Human Service Assistants	\$18.20	\$22.08	\$28.58
21-1099	Community and Social Service Specialists, All Other	\$19.92	\$24.87	\$33.36

Source: Economic Modeling Specialists International (EMSI)

Exhibit 3b – Earnings for Human Services in the South Central Coast Region



Source: Family Needs Calculator (Living wage is based on Single Adult households with no children); Economic Modeling Specialists International (EMSI)

Employer Job Postings

In this research brief, real-time labor market information is used to provide a more nuanced view of the current job market, as it captures job advertisements for occupations relevant to the field of study. Employer job postings are consulted to understand who is looking for social and community workers, and what they are looking for in potential candidates. To identify job postings related to Human Services the following standard occupational classifications were used:

21-1093	Social and Human Service Assistants
21-1099	Community and Social Service Specialists, All Other

Top Occupations

In 2022, there were 746 employer postings for the occupations related to Human Services.

Exhibit 4 – Top Occupations by Job Postings

SOC Code	Occupation	Job Postings, Full Year 2022
21-1093	Social and Human Service Assistants	683
21-1099	Community and Social Service Specialists, All Other	63

Source: Labor Insight/Jobs (Burning Glass)

Exhibit 4b – Top Occupations and Risk of Automation

SOC Code	Occupation	Risk of Automation
21-1093	Social and Human Service Assistants	Low
21-1099	Community and Social Service Specialists, All Other	Low

Source: Labor Insight/Jobs (Burning Glass)

Top Titles

The top job titles for employers posting ads for jobs related to Human Services are listed in Exhibit 5. Guest Advocates is mentioned as the job title in 4% of all relevant job postings (29 postings).

Exhibit 5 – Job Titles

Title	Job Postings, Full Year 2022
Guest Advocates	29
Peer Support Specialists	19
Social Services Assistants	17
Service Workers	16
Program Coordinators	13

Source: Labor Insight/Jobs (Burning Glass)

Top Employers

Exhibit 6 lists the major employers hiring professionals in the Human Services field. The top employer posting job ads was Target. The top worksite cities for these occupations were San Luis Obispo, Santa Barbara, Lancaster, Santa Maria, and Oxnard.

Exhibit 6 – Top Employers (n=368)

Employer	Job Postings, Full Year 2022
County of Santa Barbara	20
Elevance Health	18
County of Ventura	12
The Salvation Army	12
Mental Health America Of Los Angeles	9

Source: Labor Insight/Jobs (Burning Glass)

Skills

The tables in Exhibit 7 list employers' most commonly requested skills in job postings related to Human Services. Social Work is the most sought-after specialized skill for employers, followed by Case Management and Mental Health. Communications, Valid Driver's License, and Writing were the most requested baseline skills. Microsoft Office, Microsoft Excel, and Microsoft Outlook were the most commonly requested software and programming skills.

Exhibit 7 – Specialized Skills (n= 2,417)

Skills	Job Postings, Full Year 2022
Social Work	177
Case Management	162
Mental Health	122
Psychology	118
Bilingual (Spanish/English)	113
Human Services	79
Data Entry	79
Disabilities	60
Substance Abuse	60
Care Coordination	58
Community Outreach	49
Medical Records	48
Sociology	44
Crisis Intervention	44
Law Enforcement	42

Source: Labor Insight/Jobs (Burning Glass)

Exhibit 7b – Baseline Skills (n= 4,665)

Skills	Job Postings, Full Year 2022
Communications	388
Valid Driver's License	254
Writing	173
Customer Service	170
Management	172
Advocacy	168
Multilingualism	143
Planning	127
Detail Oriented	115
Operations	126

Source: Labor Insight/Jobs (Burning Glass)

Exhibit 7c – Software and Programming Skills (n= 544)

Skills	Job Postings, Full Year 2022
Microsoft Office	109
Microsoft Excel	104
Microsoft Outlook	67
Microsoft Word	59
Microsoft PowerPoint	52
Zoom	21
Microsoft Access	11
Google Workspace	9
Database Software	8
Canva	6

Source: Labor Insight/Jobs (Burning Glass)

Industry Concentration

Exhibit 8 shows the industries with the most Human Services postings in the South Central Coast region. Note: 44% of records have been excluded because they do not include an industry. As a result, the chart below may not be representative of the full sample.

Exhibit 8 – Industries Employing the Most in the Human Services Field, 2022

Industry	Occupation Group Jobs in Industry	% of Occupation Group in Industry
Health Care and Social Assistance	171	41%
Educational Services	52	12%
Retail Trade	44	11%
Public Administration	42	10%
Other Services (except Public Administration)	36	9%

Certifications

Exhibit 9 lists the most in-demand certifications in the Human Services field. The top requested certification in job postings was Cardiopulmonary Resuscitation (CPR) Certification.

Exhibit 9 – Certifications (n= 286)

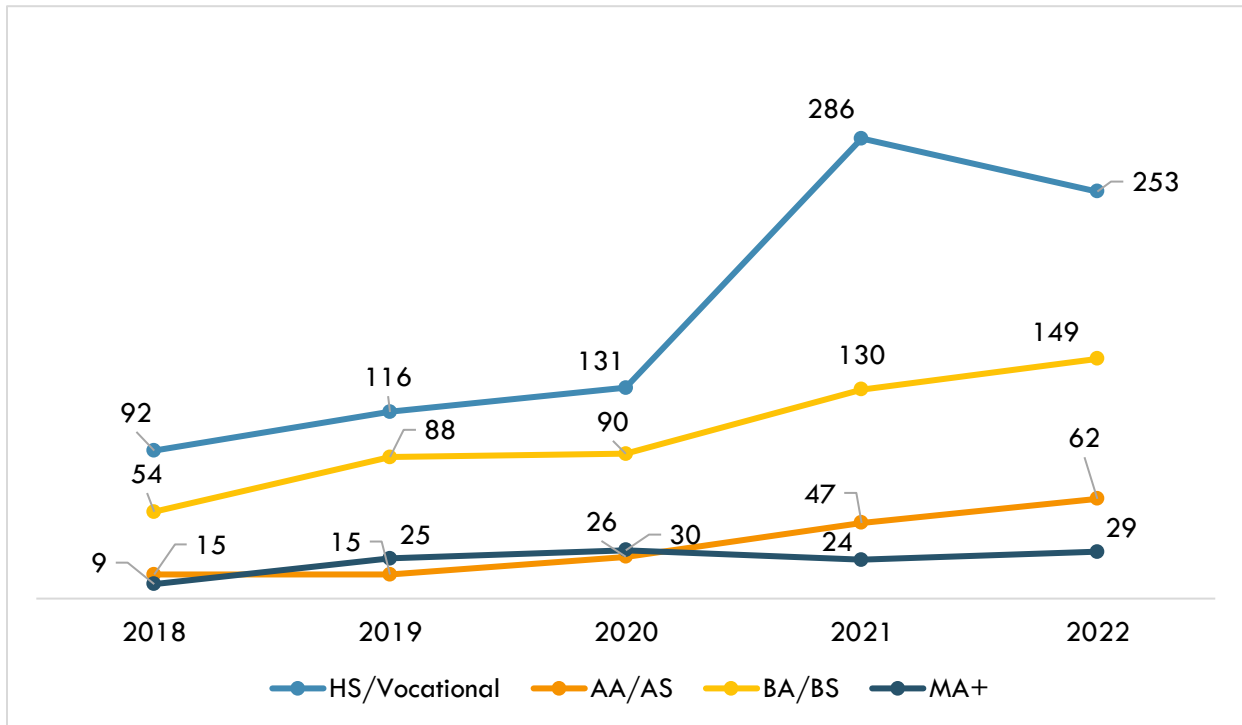
Certifications	Job Postings, Full Year 2022
Cardiopulmonary Resuscitation (CPR) Certification	79
First Aid Certification	71
CDL Class C License	33
Registered Nurse (RN)	15
Licensed Clinical Social Worker (LCSW)	10

Source: Labor Insight/Jobs (Burning Glass)

Job Postings - Minimum Educational Attainment Over Time

Exhibit 10 displays the change in job advertisements over the last five years for Human Services, according to the minimum advertised education. In 2022, there were 493 total job ads posted with a minimum advertised education, with 253 of them requiring a high school diploma or equivalent.

Exhibit 10 – Educational Demand, Minimum Advertised



Source: Labor Insight / Jobs (Burning Glass)

Job Postings – Proportion of Job Postings by Minimum Educational Attainment Required

To gauge employer preference for candidates with particular education levels, the proportion of job postings by minimum advertised education appears in Exhibit 11. Employers posting job ads for Human Services have frequently sought candidates with a high school diploma or vocational training.

Exhibit 11 – Occupational Demand by Education, Minimum Advertised

Minimum Education Requirement	2018	2019	2020	2021	2022
HS Diploma / Vocational Training	54%	48%	47%	59%	51%
Associate Degree	9%	6%	9%	10%	13%
Bachelor's Degree	32%	36%	32%	27%	30%
Graduate Degree	5%	10%	11%	5%	6%

Source: Labor Insight/ Jobs (Burning Glass)

Education and Training

Exhibit 12 shows the typical entry-level education requirement for the occupations of interest, along with the typical on-the-job training needed to attain competency in the occupation.

Exhibit 12 – Education and Training Requirements

SOC	Occupation	Typical entry-level education	Typical on-the-job training
21-1093	Social and Human Service Assistants	High school diploma or equivalent	Short-term on-the-job training
21-1099	Community and Social Service Specialists, All Other	Bachelor's degree	None

Source: Bureau of Labor Statistics Employment Projections (Educational Attainment)

Regional Completions and Openings

There were 690 regional completions (2021) and 513 regional openings (2021) in the South Central Coast region aligned with programs related to the occupations in this report.

Exhibit 13 – Completions and Openings

16 Regional Institutions had Related Programs (2021)	690 Regional Completions (2021)	513 Annual Openings (2021)
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Source: Economic Modeling Specialists International (EMSI)

Related Programs

CIP Code	Program	Completions (2021)
51.0000	Health Services/Allied Health/Health Sciences, General	434
51.1501	Substance Abuse/Addiction Counseling	111
44.0000	Human Services, General	68
19.0701	Human Development and Family Studies, General	42
51.1505	Marriage and Family Therapy/Counseling	33
19.0101	Family and Consumer Sciences/Human Sciences, General	1
30.1701	Behavioral Sciences	1
51.1199	Health/Medical Preparatory Programs, Other	0

Source: Economic Modeling Specialists International (EMSI)

CCC and Non-CCC Awards

Exhibit 14 lists the number of completers from programs related to Human Services in the South Central Coast region.

Exhibit 14 – CCC and Non-CCC Awards the South Central Coast, 2021

CCC Programs	Completers
Cuesta College	171
Oxnard College	65
Allan Hancock College	60
College of the Canyons	40
Ventura College	34
Moorpark College	27
Santa Barbara City College	9
Antelope Valley College	1
Non-CCC Programs	Completers
CSU Channel Islands	220
California Lutheran University	33
Fielding Graduate University	30
Cal Poly San Luis Obispo	0
Charter College - Canyon Country	0

Source: Economic Modeling Specialists International (EMSI)

Student Outcomes

The CTE LaunchBoard provides student outcome data on the effectiveness of CTE programs. The following student outcome information was collected from exiters of the regional Human Services Programs (TOP: 2104.00) for the 2019-2020 academic year.

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- Completers experienced an average of +34% **change in earnings after exiting.**
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Sources

O*Net Online, Labor Insight/Jobs (Burning Glass), Economic Modeling Specialists International (EMSI), MIT Living Wage Calculator, Bureau of Labor Statistics (BLS) Education Attainment, California Community Colleges Chancellor's Office Management Information Systems (MIS) Data Mart, CTE LaunchBoard, Statewide CTE Outcomes Survey, Employment Development Department Unemployment Insurance Dataset

Notes

Data included in this analysis represent the labor market demand for relevant positions most closely related to Human Services. Traditional labor market information was used to show current and projected employment based on data trends, as well as annual average awards granted by regional community colleges. Real-time labor market information captures job post advertisements for occupations relevant to the field of study and can signal demand and show what employers are looking for in potential employees, but is not a perfect measure of the quantity of open positions. All representations have been produced from primary research and/or secondary review of publicly and/or privately available data and/or research reports. The most recent data available at the time of the analysis was examined; however, data sets are updated regularly and may not be consistent with previous reports. Efforts have been made to qualify and validate the accuracy of the data and findings; however, neither the Centers of Excellence for Labor Market Research (COE), COE host district, nor California Community Colleges Chancellor's Office are responsible for the applications or decisions made by individuals and/or organizations based on this study or its recommendations.